

## **TERMS & CONDITIONS FOR BEST VALUE GUARANTEE**

This document details the assistance services provided by AXA Assistance USA, Inc. ("AXA") and for which you may be eligible as described herein.

**Eligibility:** In order to be eligible for the services and benefits described below, offered by Elan Financial Services and provided through AXA, you must be a Cardmember as defined below.

**Duration of Coverage:** The coverage period of the services described herein, rendered by AXA, runs concurrent with the validity of your Travel Rewards American Express® Card account. If for any reason your Travel Rewards American Express® Card account is terminated or cancelled, your eligibility to receive the services described herein will be immediately canceled.

**Access:** The services and benefits offered in this program will be arranged by AXA. The benefits described herein are non-transferable.

### **24-HOUR TOLL-FREE ACCESS WORLDWIDE:**

To facilitate obtaining the services, AXA will offer multi-lingual telephonic and facsimile access, where available, 24 hours a day, 365 days a year.

### **For 24-hour assistance call:**

Toll Free number – 855-327-1424

Collect number – 630-694-9774

**Covered Person** means a Cardmember.

**Cardmember** means a person who has entered into an agreement establishing an account with Elan Financial Services which entitles such person to make purchases at merchants using a card or other payment method or device issued by Elan Financial Services in the United States under license from American Express.

## **BEST VALUE GUARANTEE**

### **Program Description**

Best Value Guarantee ensures that you pay the lowest price available on eligible items purchased entirely with your eligible Travel Rewards American Express® Card. Simply use the Card as you normally would, wherever Elan Financial Services American Express® Card are welcome. If within 30 days, you see advertised in print an identical item to the one you see purchased with the Travel Rewards American Express® Card (i.e., newspaper, magazine, periodical, journal, or store flyer) at a lower price than you originally paid, call 1-855-327-1424 to initiate a request for a refund.

### **How to File a Best Value Guarantee Request**

Simply call 1-855-327-1424 to initiate a request for a refund. You will then be asked to send the dated advertisement, the store receipt and your record of charge to us within 90 days of your purchase. Price comparisons which are found on the internet do not qualify under this program. We will gladly honor a request for a refund on a savings of \$10 or more.

Once your request is approved we'll reimburse the price difference to you—up to \$250 per item excluding taxes, shipping, and handling and limited to one refund request per item purchased.

### **Limitations**

Submission of a claim does not relieve you of your responsibility to settle your Travel Rewards American Express® Card account in accordance with your agreement with Elan Financial Services.

Purchases must be made in the United States and charged in full on your Travel Rewards American Express® Card. A refund will not be paid if, on the date of the request, or on the date of would-be payment, any amount on your Card account is past due for one or more billing cycle(s) or your Travel Rewards American Express® Card is cancelled. Refunds are limited to (\$250 per item and) \$1,000 annually per Card account.

An identical item is defined as an item that is exactly equal and alike in every way. This includes, but is not limited to, the brand name, model number, materials, workmanship and any associated warranty with that item. Any items that are purchased from a store that already has an established lowest price guarantee program will not be eligible under Best Value Guarantee. Store advertisements which reference a discount on all items or types of items do not qualify. For example: An advertisement stating “All store merchandise is 40% off” is not eligible under this program. Items which are sold as an inclusive special offer, such as but not limited to, a ‘kit’, ‘package deal’ or ‘bundled item’ are not eligible. For example: An advertisement which offers a camcorder with a free tripod and carrying case is not eligible under this program. Rebate and coupon offers are not eligible. Items which have been returned to the merchant are not eligible. Internet price comparisons refer to any and all electronic communications whose source includes, but is not limited to: websites, electronic mail, promotional facsimiles, or other distribution networks. This program does not apply to any advertisements dated before your purchase or more than 30 days after your purchase. You are entitled to one refund request per item during this time frame.

**Items not eligible are:** animals and living plants; one-of-a kind items (including antiques, artwork and furs); limited quantity items; items that the advertisement states can be purchased with cash only; demonstration items; going-out-of-business sales items; “discontinued” items; consumable or perishable items with limited life spans (such as, but not limited to perfume, light bulbs, non-rechargeable batteries); jewelry (including, but not limited to loose gems, precious stones, metals, and pearls); watches; services and additional costs (such as installation charges, warranties, shipping, taxes, or car rentals); rare and precious coins; stamps; used, rebuilt, and refurbished items; cellular phones; pagers; tickets of any kind; travelers checks; motorized vehicles (such as cars, trucks, motorcycles, boats, or airplanes) and their parts; land and buildings; negotiable instruments (such as promissory notes); cash and its equivalent.